NETWORK/MICROCOMPUTER SPECIALIST

DEFINITION

Plans, coordinates, controls and performs activities related to the administration and installation of Local Area and Wide Area data communication networks; assists in the acquisition, installation, testing and repair of microcomputers and provides support services for the City's word processing, spreadsheet, database and other standardized office automation software.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Information Systems Manager.

ESSENTIAL DUTIES

1. Designs, selects, evaluates, installs and maintains the City's local area and wide area networks.

2. Confers with departments to determine short-term and long-term computer network and microcomputer needs.

3. Writes and/or reviews specifications for the procurement of hardware, software and peripheral equipment.

4. Tests and installs, in the networks, the City's standardized software programs as well as updates and new releases.

5. Assists in the installation of new microcomputer hardware and software and determines that systems are in proper working order.

6. Implements microcomputer policies and makes recommendations on policy changes for supervisory review and approval.

7. Investigates, identifies and resolves microcomputer hardware and software problems; which involves assisting with and/or performing on-site repairs of equipment.

8. Maintains advanced knowledge of developments and trends in computer networking and microcomputer technology fields to make recommendations on upgrades to the City's systems.

9. Recommends and establishes security procedures for network microcomputer use.

10.   Interfaces with a wide cross-section of City personnel and prepares reports and memos to management staff to provide information on microcomputer use in the organization.

11.   Establishes and manages a cost effective hardware and software maintenance program.

12.   Interfaces with microcomputer user groups to solicit input on user needs .

13.   Prepares and maintains an inventory of all network and microcomputer equipment as well as the configurations and versions of software in use.

14.   Recommends potential vendors to purchasing division and suggests reasonable pricing parameters.

15.   Coordinates City-wide network and microcomputer training courses.

OTHER JOB RELATED DUTIES

1.   Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

A.   Novell network operating system or an equivalent widely used system.

B.   Local area network hardware, cabling, design and installation.

C.   IBM personal computer hardware or compatible system.

D.   Word processing, electronic spreadsheets, database management, desk top publishing and office automation software in a network environment.

E.   Common hardware and software errors.

Ability to:

F.   Work effectively under pressure.

G.   Troubleshoot network and microcomputer hardware and software problems in order to make or direct repairs and modifications.

H.   Identify and resolve common network and microcomputer data communications problems.

I.   Communicate effectively both orally and in writing with non-technical users and management staff.

J.   Establish and maintain effective working relationships with co-workers and vendors.

K.   Reason logically and make sound judgements when dealing with abstract user requirements.

L.   Provide effective formal training to user groups.

M.   Work with users at all levels of experience in computer network and microcomputer systems.

EXPERIENCE AND TRAINING
Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in the computer network field including 2 years of increasingly responsible experience in the installation and administration of local area or wide area data communication networks, plus 2 years of progressively responsible experience in the identification and repair of common network and microcomputer hardware problems; the installation and configuration of microcomputer systems, the use of word processing, electronic spreadsheets, database management and office automation software.

Training:

Equivalent to the completion of the twelfth grade plus two years study at a college or university with major coursework in computer science, mathematics or closely related field.

License or Certificate

Possession of a Class C California Drivers License.

Possession of a Certified Netware Engineer (CNE) certificate is desirable.

SPECIAL REQUIREMENTS: Essential duties require the following physical abilities and work environment: Ability to drive to all city work locations, work in a standard office environment, sit, stand, walk, kneel, crouch, squat, stoop, reach twist and lift up to 50 lbs. Must be available for overtime work.

PROBATIONARY PERIOD: One Year
630CS94
July 1989
Revised April 1994
APP GROUP: 15
FPPC STATUS: Non-Designated
FLSA STATUS: Exempt